



MHA Patient Throughput Survey

MHA is launching this monthly post-acute care throughput survey to assist in our collective efforts to address hospital throughput and the backlog of placement of patients to post-acute care services. The survey will be sent out on the first Monday of each month or on the first Tuesday in the case of a Monday holiday. Responses are due by 5 p.m. Friday of that same week. Please provide the data requested in the survey as of the day that you are filling out the survey.

The survey has two sections. **Section 1:** Questions Related to Patients Awaiting Discharge to SNFs, LTACHs/IRFs, and Home Health (#1-25) and **Section 2:** Other Questions Pertaining to Discharge to Shelters, Hemodialysis, & Transport Issues (#26-34).

If you have any questions about the survey tool, please contact Temi Olafunmiloye at tolafunmiloye@mhalink.org or Tom Brennan at tbrennan@mhalink.org. Please feel free to contact Adam Delmolino at adelmolino@mhalink.org with any other questions. Thank you for your participation.

* 1. Contact Information

Hospital:

Add hospitals as a drop-down

Name:

Title:

E-mail:

Phone Number:



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Section 1: Questions Related to Patients Awaiting Discharge to SNFs, LTACHs/IRFs, and Home Health

2. Total number of patients awaiting discharge to the following settings:

SNF

LTACH/IRF

Home Health

3. Of the **SNF** patients reported in Question 2, please provide the number of patients that identify with the following racial/ethnic backgrounds:

American Indian/Alaska
Native

Asian

Black/African-American

Native Hawaiian or Other
Pacific Islander

White

Hispanic/Latino

Unknown/Not Specified

Other

4. Of the **LTACH/IRF** patients reported in Question 2, please provide the number of patients that identify with the following racial/ethnic backgrounds:

American Indian/Alaska Native	<input type="text"/>
Asian	<input type="text"/>
Black/African-American	<input type="text"/>
Native Hawaiian or other Pacific Islander	<input type="text"/>
White	<input type="text"/>
Hispanic/Latino	<input type="text"/>
Unknown/Not Specified	<input type="text"/>
Other	<input type="text"/>

5. Of the **Home Health** patients reported in Question 2, please provide the number of patients that identify with the following racial/ethnic backgrounds:

American Indian/Alaska Native	<input type="text"/>
Asian	<input type="text"/>
Black/African-American	<input type="text"/>
Native Hawaiian or other Pacific Islander	<input type="text"/>
White	<input type="text"/>
Hispanic/Latino	<input type="text"/>
Unknown/Not Specified	<input type="text"/>
Other	<input type="text"/>

6. Of the total patients reported in Question 2, how many patients require 1 to 1 supervision?

SNF	<input type="text"/>
LTACH/IRF	<input type="text"/>
Home Health	<input type="text"/>

7. Of the total patients reported in Question 2, how many patients are residents of other states that you are seeking to discharge them back to (aka, repatriating patients)?

SNF

LTACH/IRF

Home Health

8. Of the total patients reported in Question 2, how many patients have been awaiting discharge for 7-13 days?

SNF

LTACH/IRF

Home Health

9. Of the total patients reported in Question 2, how many patients have been awaiting discharge for 14-29 days?

SNF

LTACH/IRF

Home Health

10. Of the total patients reported in Question 2, how many patients have been awaiting discharge for more than 30 days but less than 6 months?

SNF

LTACH/IRF

Home Health

11. Of the total patients reported in Question 2, how many patients have been awaiting discharge for more than 6 months?

SNF

LTACH/IRF

Home Health

12. Of the total patients reported in Question 2, please provide the number of patients that are unvaccinated or have vaccination barriers to discharge:

SNF

LTACH/IRF

Home Health

13. Of the total patients reported in Question 2, how many require short-term rehabilitation beds in SNFs?

14. Of the total patients reported in Question 2, how many require long-term care beds in SNFs?

15. Of the total number of patients reported in Question 2, please provide the number awaiting discharge to SNF beds with geri-psych capabilities:

16. Of the total number of patients reported in Question 2, please provide the number awaiting discharge to SNF beds with Alcohol Use Disorder/Substance Use Disorder capabilities:

17. Of the total number of patients reported in Question 2, please provide the number of patients awaiting discharge to SNF beds with a skilled nursing need and Substance Use Disorder (SUD) for whom the barrier is the SNF's ability to coordinate methadone for the patient:

18. Of the total number of patients reported in Question 2, please provide the number of patients awaiting discharge who require SNF care with tracheostomy and percutaneous endoscopic gastrostomy (i.e., "Trached & pegged"):

19. Of the total number of patients reported in Question 2, please provide the number of patients with bariatric concerns awaiting discharge who require SNF care:

20. Of the total number of patients reported in Question 2, please provide the number of patients with dementia diagnoses awaiting discharge who require SNF care:



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Section 1: Questions Related to Patients Awaiting Discharge to SNFs, LTACHs/IRFs, and Home Health

Definition:

Confirmed COVID-19: Patients who had a positive COVID-19 PCR test or antigen test. Please include both patients who were admitted with a primary COVID diagnosis as well as patients with an incidental COVID diagnosis (i.e., admitted for a different reason but subsequently tested positive).

21. Of the number of patients awaiting **discharge to SNFs** reported in **Question 2**, what is the number of patients with confirmed COVID-19:

22. Of the number of patients awaiting **discharge to SNFs** reported in **Question 2**, what is the total number of patients who are COVID-19-recovered awaiting discharge to SNFs:



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Section 1: Questions Related to Patients Awaiting Discharge to SNFs, LTACHs/IRFs, and Home Health

Definitions:

1. **Medicare Non-Managed:** Medicare Non-Managed populations only
2. **Medicare Advantage:** Medicare Advantage and Medicare Managed Care populations only
3. **MassHealth:** Includes all MassHealth populations (i.e., Managed and Non-Managed)
4. **MassHealth Family Assistance:** Includes populations who are ineligible for MassHealth standard but are Massachusetts residents
5. **MassHealth Limited:** Emergency health services provided to populations who have an immigration status that limits their access to additional services
6. **MassHealth Presumptive Eligibility:** The Affordable Care Act (ACA) allows qualified hospitals to make presumptive eligibility determinations for immediate, time-limited Medicaid coverage using self-attested information from certain individuals who appear to be eligible for Medicaid coverage, but are unable to complete a full Medicaid application at that time.
7. **Dual Eligible:** Includes all populations eligible for both MassHealth and Medicare benefits
8. **Commercial Insurer:** Includes Commercial Managed and Non-Managed populations
9. **Self-Pay:** Includes populations who pay out-of-pocket
10. **Other State:** Includes HSN and Other Government populations (i.e., other state Medicaid programs)
11. **Other:** Includes ConnectorCare, Workers Compensation, and any other populations

23. Of the total number of patients awaiting **discharge to SNFs** reported in **Question 2**, please provide the number of such patients for whom the payer is as listed below. (Note: the total should add up to the number of patients awaiting discharge to SNFs reported in Question 2.)

Medicare Non-Managed	<input type="text"/>
Medicare Advantage	<input type="text"/>
MassHealth	<input type="text"/>
MassHealth Family Assistance	<input type="text"/>
MassHealth Limited	<input type="text"/>
MassHealth Presumptive Eligibility	<input type="text"/>
Dual Eligible	<input type="text"/>
Commercial Insurer	<input type="text"/>
Self-Pay	<input type="text"/>
Other State	<input type="text"/>
Other	<input type="text"/>

24. Do you currently have arrangements with post-acute care providers where the hospital covers the costs of the patient's post-acute care because the patient doesn't have post-acute care coverage through the state?

- ☐ Yes
- ☐ No

If Yes, would you be able to estimate the number of patients that your facility is currently paying for such coverage?

25. We are interested in determining the primary challenges you experience in discharging patients from your acute care hospital to **SNFs and LTACHs/IRFs**. Please rank each of the factors below in order from most common reason for delays in discharges, with most common being 1 and least common being 14.



Denial of request for authorization from insurer



Delayed response from insurer



Inadequate post-acute network



Insurer does not provide post-acute coverage



COVID+ status



COVID recovered status



Unvaccinated status



Staffing/capacity constraints at post-acute care facilities



Need for specialized medical services



Need for specialized BH/SUD services



Transportation unavailable



Lack of access to necessary community services



Lack of guardianship/conservatorship/healthcare proxy



Lack of secondary insurance



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Section 2: Other Questions Pertaining to Discharge to Shelters, Hemodialysis & Transport Issues

26. Please provide the number of homeless or housing unstable inpatients awaiting discharge to shelters:

27. Of the number of patients reported in Question 26 (homeless or housing unstable inpatients awaiting discharge to shelters), please provide the number of patients that have been awaiting discharge for more than 7 days:

28. Of the number of patients reported in question 26 (homeless or housing unstable patients awaiting discharge to shelters), how many patients have behavioral health issues/substance-use disorder?

29. Please provide the number of patients who are medically cleared for discharge (to any setting) who remain in your facility SOLELY due to lack of transportation (i.e., bed available, transportation unavailable):

30. For patients who are medically cleared for discharge but awaiting transportation, what is the maximum time that a patient at your facility has waited for transportation in the past two weeks?

31. Of the total number of patients awaiting discharge to any setting, please provide the number of patients unable to find a bed due to lack of reimbursement for outpatient hemodialysis transportation:

32. What, if any, current strategies or workarounds does your organization have relative to securing transportation?

33. Please provide any additional comments/concerns relative to transportation.

34. Please provide any additional information below on patients with unusual circumstances or other discharge challenges.